

RON DESANTIS  
Governor

MICHELLE BRANHAM  
Secretary



September 11, 2024

Ms. Michelle Branham, Secretary  
Florida Department of Elder Affairs  
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Ms. Melinda Miguel, Chief Inspector General (CIG)  
Office of the Governor  
The Capitol, Suite 1902  
Tallahassee, Florida 32399-0001

Secretary Branham and CIG Miguel:

In accordance with section 20.055(8)(a), Florida Statutes, I am pleased to present the Office of Inspector General's (OIG) Annual Report for Fiscal Year 2023-2024. The report summarizes the activities performed by the OIG based on its statutory responsibilities. It also highlights OIG accomplishments as well as the findings and recommendations of significant audit and investigative activities completed during the fiscal year.

The OIG would like to thank you and DOEA Management for your support, assistance, and cooperation throughout the year. We remain committed in our work to promote public integrity through professional, ethical, and timely audits and investigations, as well as to provide independent, objective assurance and consulting services designed to add value and improve the operations of the Department of Elder Affairs (DOEA).

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Taroub J. Faraj".

Taroub J. Faraj  
Inspector General

Enclosure

TJF/kj

cc: Sherrill F. Norman, Auditor General

# OFFICE OF INSPECTOR GENERAL



2023-24

# ANNUAL REPORT

**Elder**   
**Affairs**  
FLORIDA

Taroub J. Faraj  
*Inspector General*

Michelle Branham  
*Secretary*

Melinda Miguel  
*Chief Inspector General  
State of Florida*

FLORIDA DEPARTMENT OF ELDER AFFAIRS



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# Department Mission, Vision, and Values

## Mission

To promote the well-being, safety, and independence of Florida's seniors, their families, and caregivers.

## Vision

For all Floridians to live well and age well.

## Values

**B**

Better well-being for seniors and caregivers

**O**

Older Floridians' protection from abuse, neglect, and exploitation

**L**

Livable Communities

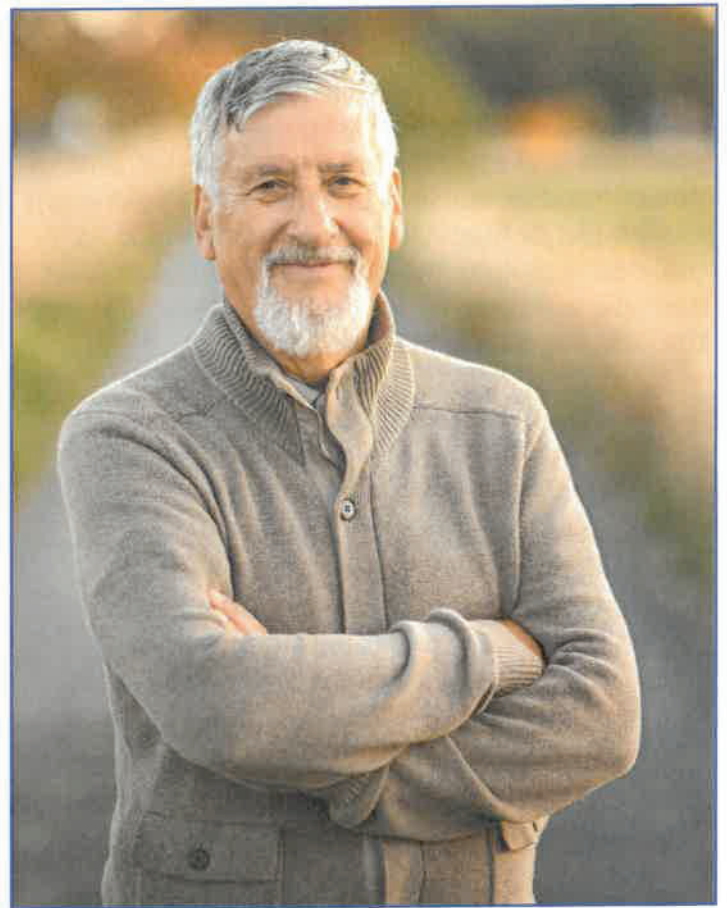
**D**

Dementia Care and Cure Initiative

## Introduction

The Department of Elder Affairs (Department/DOEA) Office of Inspector General (OIG) is an essential component of executive direction that provides a central point for coordination of, and responsibility for, activities that promote accountability, integrity, and efficiency in government.

Section 20.055, Florida Statutes (F.S), requires each Governor Agency Inspector General (IG) to submit to the agency head and Chief Inspector General (CIG), no later than September 30 of each year, an annual report summarizing the activities of the office during the preceding state fiscal year (FY). This report is presented to the respective parties in accordance with the statutory requirements to summarize the activities and accomplishments of DOEA's OIG for FY 2023-24. It includes, but is not limited to the following:



- A summary of audit engagements and investigations that were completed;
- A description of deficiencies relating to the administration of programs and operations of the Department disclosed by audits, reviews, investigations, or other accountability activities;
- Recommendations for corrective action with respect to significant problems or deficiencies identified; and
- Identification of recommendations described in previous annual reports on which corrective action has not been completed.

# Statutory Requirements

Through independent audits, investigations, and other accountability activities, the OIG promotes economy and efficiency to prevent, deter, and detect fraud or abuse in programs and operations carried out or financed by the Department. As outlined in statute, the duties and responsibilities of each IG, with respect to the state agency in which the office is established, are to:

- Advise in the development of performance measures, standards, and procedures for the evaluation of state agency programs.
- Assess the reliability and validity of the information provided by the state agency on performance measures and standards, and make recommendations for improvement, if necessary.
- Review the actions taken by the state agency to improve program performance and meet program standards and make recommendations for improvement, if necessary.
- Provide direction for, supervise, and coordinate audits, investigations, and management reviews relating to the programs and operations of the state agency.
- Conduct, supervise, or coordinate other activities carried out or financed by the state agency for the purpose of promoting economy and efficiency in the administration of, or preventing and detecting fraud and abuse in its programs and operations.
- Keep the agency head or, for state agencies under the jurisdiction of the Governor, the CIG informed concerning fraud, abuse, and deficiencies relating to programs and operations administered or financed by the state agency; recommend corrective action; and report on the progress made in implementing corrective action.



- Ensure effective coordination and cooperation between the Auditor General (AG), federal auditors, and other governmental bodies with a view toward avoiding duplication.
- Review, as appropriate, rules relating to the programs and operations of such state agency and make recommendations concerning their impact.
- Ensure that an appropriate balance is maintained between audit, investigative, and other accountability activities.
- Comply with the General Principles and Standards for Offices of Inspector General as published and revised by the Association of Inspectors General.

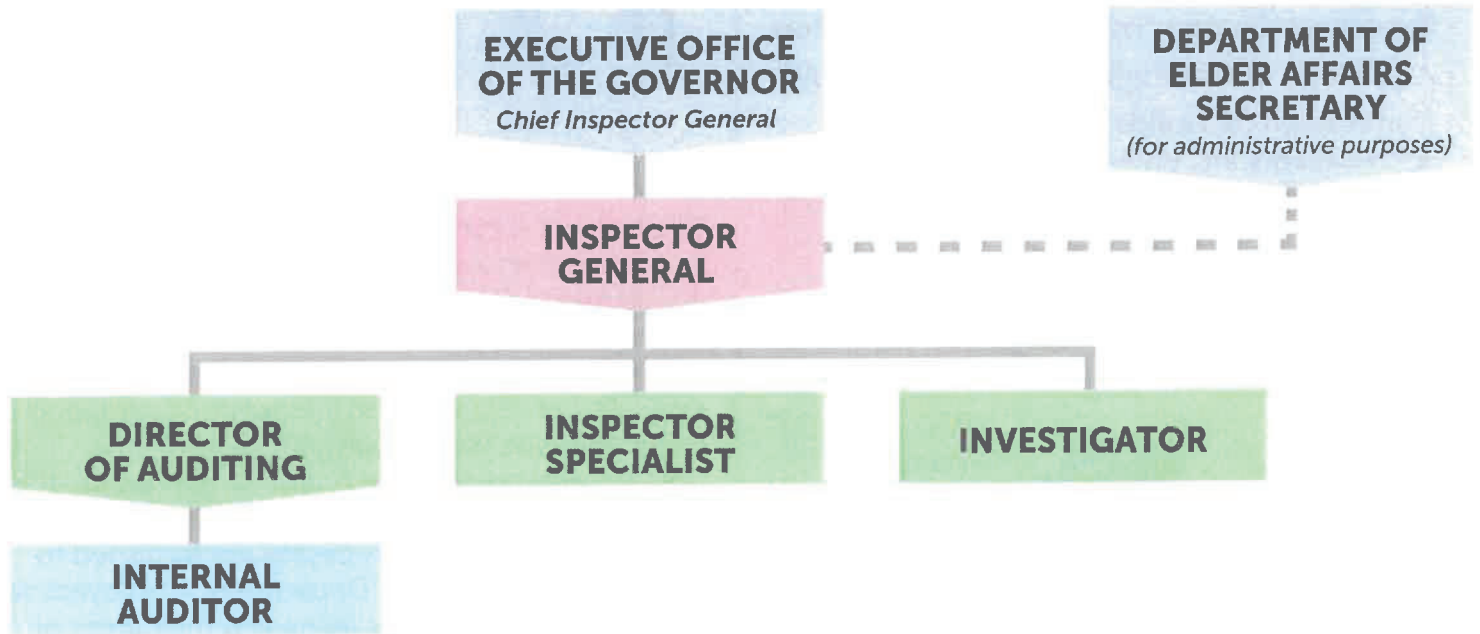
## Organizational Structure

Within DOEA, the Inspector General is under the general supervision of the agency head (Secretary) for administrative purposes, but functionally reports to the CIG in the Executive Office of the Governor. OIG staff have full, free, and unrestricted access to all Departmental activities, records, data, and property, and may request

## OUR MISSION

*To promote public integrity through professional, ethical, and timely audits and investigations.*

# ORGANIZATIONAL CHART



any other information deemed necessary to conduct audits and investigations as needed. The reporting structure and unrestricted access ensure audits, investigations, and other accountability activities are independent and that results are communicated in accordance with professional standards.

The OIG carries out its mission through two sections: Internal Audit and Investigations. Due to the small size of the office, staff may assist one another in performing these functions. As of June 30, 2024, the OIG was comprised of 5 professional positions as depicted in the organizational chart above.

## Staff Qualifications

Collectively, OIG staff have experiences in a variety of disciplines in the public and private sectors. These disciplines include accounting, auditing, management, law enforcement, and communications. Staff possess a variety of

professional certifications and keep abreast of trends in internal auditing and investigations to maintain professional proficiency through membership in various professional organizations. Below is a list of certifications and affiliations maintained by staff:

### CERTIFICATIONS

- Certified Inspector General (2)
- Certified Inspector General Evaluator (2)
- Certified Government Auditing Professional (1)
- Certified Inspector General Auditors (3)
- Certified Inspector General Investigators (3)
- Certified Law Enforcement Officer (2)
- Staff who provide Notary Public Services (4)
- Florida Certified Contract Manager (1)
- CompTIA Security+ (1)

## PROFESSIONAL ORGANIZATION AFFILIATIONS

- National Association of Inspectors General
- Institute of Internal Auditors
- Florida Chapter, Association of Inspectors General
- Tallahassee Chapter, Institute of Internal Auditors
- Association of Government Accountants (AGA)
- Commission for Florida Law Enforcement Accreditation, Inc. (CFA)
- Florida Police Accreditation Coalition (FLA-PAC)
- Information and Systems Audit and Control Association (ISACA)
- Computing Technology Industry Association (CompTIA)



The Institute of  
**Internal  
Auditors**



**ISACA**

## ADVANCED DEGREE

- Master of Arts in Human Services Administration

During the fiscal year, staff earned more than 420 continuing professional education credits through participation in trainings, webinars, and other professional education programs.

## Operating Components

As described below, the Internal Audit and Investigations Sections work to carry out the mission of the OIG.



## Internal Audit Section

The Internal Audit Section (IA) helps the Department accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of governance, risk management, and control processes. IA staff evaluate the reliability and integrity of operational information, as well as compliance with laws, policies, and procedures. Analyses, appraisals, and recommendations related to audits or reviews of program areas and processes are furnished to management and other Department employees to assist them in effectively managing their areas of responsibility.

Duties and responsibilities of the IA include:

- Conducting performance audits to ensure the effectiveness, efficiency, and economy of the Department's programs.
- Assessing the reliability and validity of information provided by the Department on performance measurements and standards.
- Conducting compliance audits to ensure that the Department's programs are following prescribed statutes and rules.
- Providing management assistance services that involve advising management on Departmental policies and procedures and the development of performance measures.
- Coordinating audit responses and conducting audit follow-ups to findings and recommendations made by the OIG, AG, Office of Program Policy Analysis and Government Accountability (OPPAGA), and other governmental bodies.

Internal audit activities are conducted in conformance with the IIA's Global Internal Audit Standards. Final communication of audit engagement results, including objectives, scope, methodology, conclusions, and recommendations, if applicable, are distributed to the Department's Secretary, appropriate DOEA Management, and other respective parties as required.

## Investigations Section

The Investigation Section (IS) is responsible for management and operation of administrative investigations designed to detect, deter, prevent, and eradicate fraud, waste, mismanagement, misconduct, and other abuses involving Department employees, contractors, and vendors. The IS receives complaints from many sources including external customers, Department employees, senior management and leadership, the Whistle-blower's Hotline, Chief Financial Officer's Get Lean Hotline, State of Florida Attorney General's Office, and the Office of the Chief Inspector General. (See Complaint Intake Process Flowchart on page 8).



Inquiries and complaints received by the IS are reviewed and assigned a specific case type as described below:

- **Investigation** – A formal process by which information and evidence is obtained relevant to allegations, complaints, or violations posed or suspected.
- **Management Review** – Formal review of an issue that is possibly systemic in nature or of a specific program area to determine whether it is operating within accepted, written procedures or contract. This may be initiated in response to a complaint or expressed concerns that do not name a specific subject or at the request of management as a tool for program improvement.
- **Preliminary Inquiry** – An examination conducted based on limited information to verify the veracity of a complaint or allegation. The inquiry should determine



if evidence is available to indicate the need for a complete investigation.

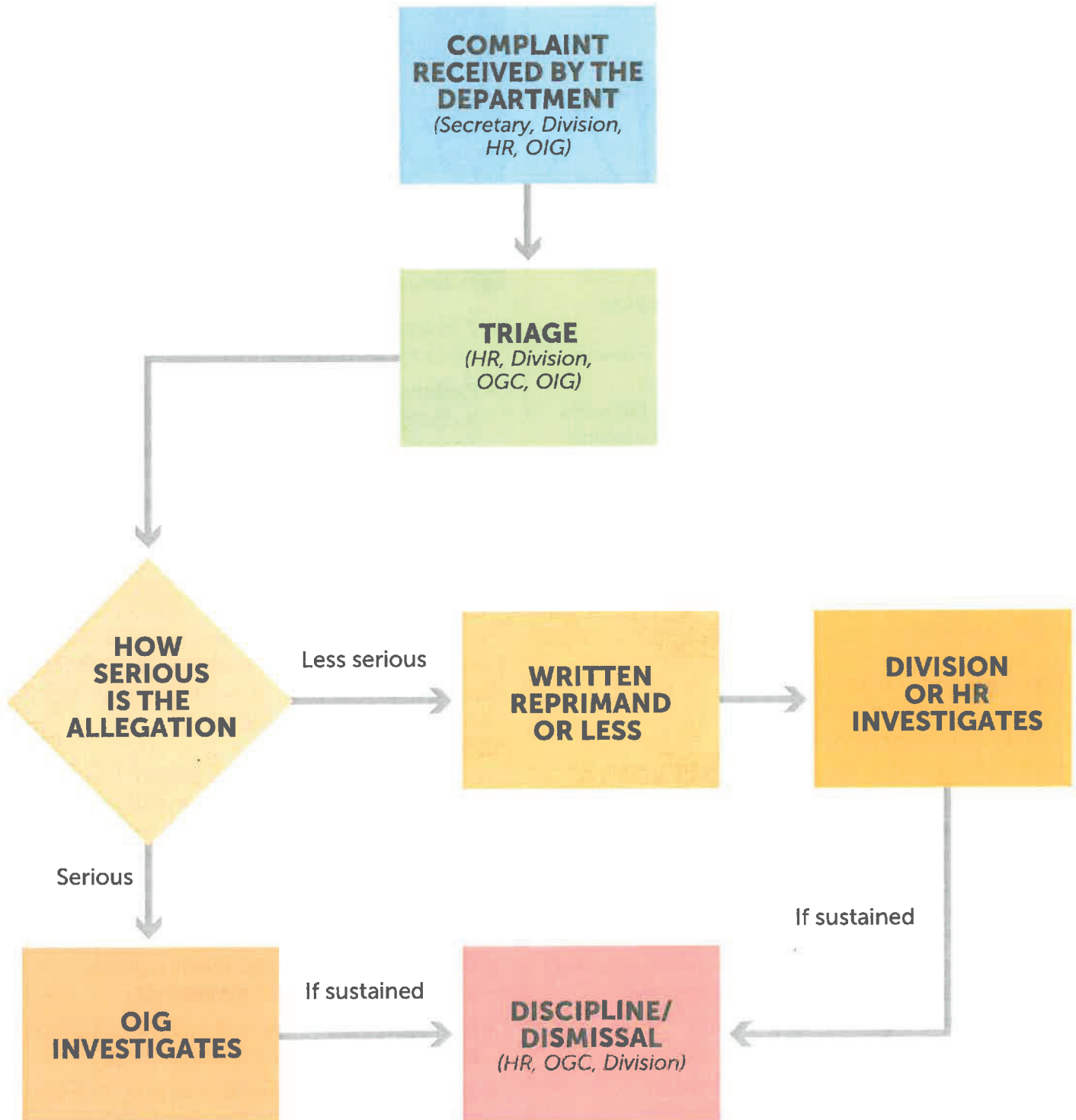
- **Referral** - Action whereby the OIG forwards a complaint to management, another agency (if the subject is out of the OIG's jurisdiction), or law enforcement (for criminal violations) for handling or necessary action.

In an administrative investigation, preponderance of the evidence is the standard of proof used to support a finding. "Under the preponderance standard, the burden of proof is met when the party with the burden convinces the factfinder that there is a greater than 50% chance that the claim is true." ([www.law.cornell.edu](http://www.law.cornell.edu))

Once an investigation is completed, final disposition is presented in an investigative report, which also contains the allegations made in the complaint and classified subsequent to a conclusion of facts, based on a thorough and competent investigation as follows:

- **Unfounded** – The complaint was not supported with facts or evidence.
- **Not Sustained** – There is insufficient proof to confirm or refute the allegation(s).
- **Sustained** – The allegation is true. The action of the Department or the employee was inconsistent with Departmental policy.

# COMPLAINT INTAKE PROCESS



Investigations are conducted in accordance with the standards set forth in the Principles and Standards for Offices of Inspector General and those established by the CFA. Investigative reports are distributed to the Department’s Secretary and appropriate DOEA Management. Additionally, when allegations are sustained, the OIG provides the necessary facts to respective management to assist them in deciding appropriate disciplinary actions.

## Highlight of Activities and Accomplishments

During FY 2023-24, the OIG maintained its commitment to preventing, detecting, and deterring fraud, waste, and abuse through an appropriate balance of audits, investigations, and other accountability activities. The “At-a-Glance” summary below provides a total number of the activities completed:

### Accountability At-A-Glance

| Activities                           | #   |
|--------------------------------------|-----|
| Internal Audit Engagements Completed | 4   |
| Follow-up Audits Completed           | 6   |
| Performance Measure Initiated        | 1   |
| Recommendations Followed-Up On       | 22  |
| Complaints Received                  | 152 |
| Management Reviews Completed         | 1   |
| Preliminary Inquiry Completed        | 1   |
| Investigations Closed                | 2   |

The following summaries describe the results of the engagements completed by the Internal Audit and Investigation Sections:

### Audit Engagements

Five internal audit engagements were completed:

**A-2223DEA-026** Audit of the Bureau of Long-Term Care & Support Activities related to the Statewide

Medicaid Managed Care Long-Term Care Program (Report Date: August 25, 2023)

In the Enrollment Management System (EMS) Release, Medical Fair Hearings (MFH), and Contract Management Processes, overall, internal controls are efficient and effective; therefore, no findings were reported for this audit.

**A-2223DEA-034** Audit of the Office of Public and Professional Guardians’ Long-Range Program Plan Performance Measure: Number of judicially approved guardianship plans including new orders (Report Date: September 13, 2023)

**Finding 1:** The Prior Year Actual Number for FY 2020-21 as reported in the September 2022 LRPP is incorrect, thus not reliable.

**Recommendation:** OPPG Management use the specified data source, the Offices of Public Guardians annual report, in performing future calculations of the measure.

**\*S-2324DEA-004** Enterprise Audit of the Department of Elder Affairs’ Incident Response, Reporting, and Recovery (Report Date: June 14, 2024, contained 6 findings)

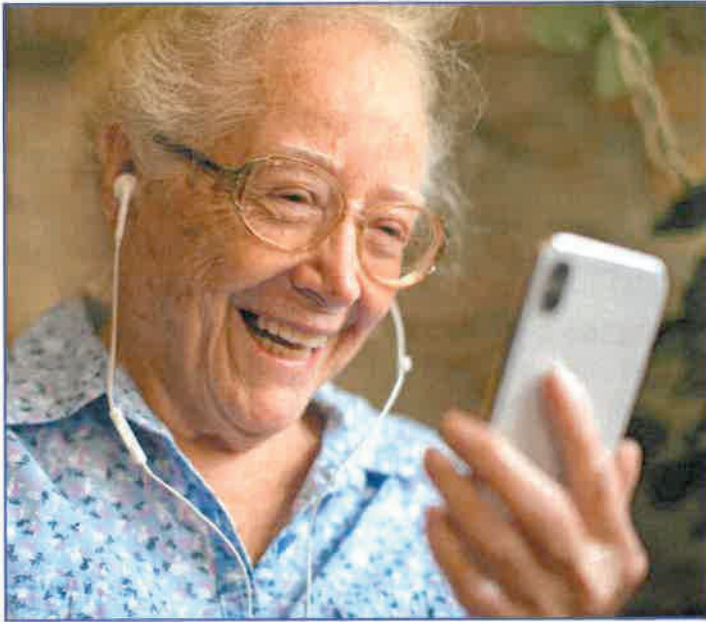
The audit report contained 6 findings and 8 recommendations.

**S-2324DEA-008** Department of Elder Affairs’ Internal Quality Assurance Review for FY 2023-24 (Report Date: June 18, 2024)

Overall, the Internal Audit Activity generally conformed with the IIA Standards.

**S-2324DEA-009** Review of the Department of Elder Affairs’ Comprehensive Assessment and Review for Long-Term Care Services (CARES) Program’s Case Assessments and Staffing, Quality Assurance Monitoring, and Staff Training (May 23, 2024)

**Finding 1:** The CARES Policy Handbook contains time standards which are no longer used by CARES staff in completion of the assessment process.



**Recommendation:** CARES Management update the Handbook to accurately reflect the current processes.

**\*Note:** As an audit of a state agency's information technology security program, this document and associated records are confidential and exempt from public disclosure pursuant to Section 119.071 or 282.318(4)(g), F.S.

## Follow-Up Status Reports on Internal Engagements

Section 20.055(8)(c), F.S., requires the Inspector General to provide descriptions of:

- Recommendations for corrective action with respect to significant problems, abuses, or deficiencies identified, and
- Each significant recommendation described in previous annual reports on which corrective action has not been completed.

In addition, the Standards require auditors to follow-up on reported findings and recommendations from previous engagements to determine whether Department Management has taken prompt and appropriate corrective action. The OIG issues follow-up status reports to Agency Management at 6-, 12-, and 18-month intervals

after publication of an engagement report. During the FY, 6 follow-ups were completed on internal engagements:

**A-2021DEA-030F** 18-Month follow-up to the Audit of the Long-Term Care Ombudsman Program (LTCOP) Performance Measure: Percent of case investigations completed by the ombudsman within 120 calendar days (Report Date: October 11, 2023)

**Finding 2:** There were instances of missing and misfiled complaint records on the Department's SharePoint, namely the LTCOP SharePoint site.

**Recommendation:** LTCOP Management take action to ensure complaint records are uploaded and properly maintained on the LTCOP SharePoint site to support complaint investigations and information recorded in the Ombudsman Management Information System.

**\*S-2122DEA-027F** 12-Month Follow-up to the Enterprise Audit of Cybersecurity Continuous Monitoring (Report Date: August 3, 2023)

Five recommendations remain open.

**\*S-2122DEA-027F** 18-Month Follow-up to the Enterprise Audit of Cybersecurity Continuous Monitoring (Report Date: February 20, 2024)

Four recommendations remain open.

**A-2223DEA-014F** 12-Month follow-up to the Audit of the Department of Elder Affairs' Bureau of Human Resources' (HR) Recruitment, On-Boarding, and Off-Boarding Processes (Report Date: January 11, 2024)

**Finding 1:** HR Management has not developed written procedures for the Recruitment Process.

**Recommendation:** HR Management develop written procedures to attain assurance of work efficiency and promote the continuity of consistent and accurate practices in the event of prolonged employee absences or turnover. In addition,

HR Management collaborate with the Bureau of Information Technology (BIT) to modify the Request to Advertise to incorporate a field where the hiring supervisor can include a "working" title, where practicable, in addition to the pre-set job title.

**Finding 2:** HR Policy 550.20, Criminal History Background Checks, is outdated and non-reflective of existing practices.

**Recommendation:** HR Management (1) update the policy to reflect the existing practices and collaborate with BIT staff to explore options to automate the process; (2) coordinate with DOEA's Bureau of Contract Administration and Purchasing Management to devise a contingency plan comprised of alternative options for continuous provision of fingerprint services to facilitate future emergency preparedness; and (3) notify BIT staff earlier in the Off-Boarding Process by providing them with a copy of the signed Acceptance Resignation Letter upon receipt from the resigning employee's supervisor, in anticipation of seeing the individual's name on the Personnel Action Report when provided by HR.

**A-2223DEA-034F** 6-Month follow-up to the Audit of the Office of Public and Professional Guardians' (OPPG) Long-Range Program Plan Performance Measure: Number of judicially approved guardianship plans including new orders (Report date: March 1, 2024)

**Finding 1:** The Prior Year Actual Number for FY 2020-2021 as reported in the September 2022 Long-Range Program Plan is incorrect, thus not reliable.

**Recommendation:** OPPG Management use the specified data source, the OPG annual report, in performing future calculations of the measure.

**\*S-2223DEA-020F** 6-Month follow-up to the Enterprise Audit of the Department of Elder Affairs' Cybersecurity Controls for Identity Management and Access Control (Report Date: January 5, 2024)

Four recommendations remain open.

As of June 30, 2024, a total of 17 recommendations remained open for internal engagements.

**\*Note: As an audit of a state agency's information technology security program, this document and associated records are confidential and exempt from public disclosure pursuant to Section 119.071 or 282.318(4)(g), F.S.**

## Coordination of External Engagements

Section 20.055(2)(g), F.S., requires the Inspector General to ensure effective coordination and cooperation between the AG, federal auditors, and other governmental bodies with a view toward avoiding duplication. To that end, the OIG acts as the Agency's liaison on audits, reviews, and information requests conducted by external state organizations such as the AG and the Office of Program Policy Analysis and Government Accountability (OPPAGA), federal agencies, and other governmental bodies. In addition, the OIG coordinates the Agency's responses to all audits, reviews, and information requests from these entities.

During the fiscal year, we facilitated the coordination of 4 external engagements:

**E-2223DEA-031** Report from an Evaluation of the Department of Elder Affairs' Risk Management Program, Report No. SFLPP-24-22/23-DOEA (Report Date: November 20, 2023)

This report issued by the Department of Financial Services' (DFS) Division of Risk Management contained 16 recommendations to which DOEA responded.

**\*E-2324DEA-002 2023 KITC-RSM** Triennial Cyber Risk Assessment (Report Date: November 16, 2023)

**E-2324DEA-003** U.S. Department of Labor, Employment, and Training Administration Desk

Monitoring Review of Senior Community Service Employment Program Grant, Report No. EDMR – FL SCSEP 23A60AD000100-01-00 (Report Date: December 8, 2023)

The report contained 1 “promising practice” for DOEA.

**\*S-2324DEA-007** After Action Report/Improvement Plan for Information Security Manager/Computer Security Incident Response Team Exercise (Report Date: October 18, 2023)

**\*Note: As an audit of a state agency’s information technology security program, this document and associated records are confidential and exempt from public disclosure pursuant to section 119.071 or 282.318(4)(g), F.S.**

## Follow-Up Status Reports on External Engagements

The OIG monitors the implementation of the Department’s response to reports issued by the AG or OPPAGA and is required to provide a written response to the Secretary on the status of corrective actions taken no later than 6 months after a report is published. During the fiscal year, follow-ups were conducted on the following external engagements:

**E-2122DEA-028F** 12-Month Follow-up to Department of Elder Affairs’ Selected Administrative Activities and Prior Audit Follow-up, Operational Audit, AG Report No. 2023-039 (Report date: November 2, 2023)

**Finding 3:** As similarly noted in our report No. 2017-030, duties related to Department property were not always properly separated as Department employees sometimes inventoried property items for which they were responsible or assigned and the Department did not always ensure that property records were updated with the results of the annual physical inventory.

**Recommendation:** Department Management enhance controls to ensure that annual physical

inventories are conducted by appropriate staff and that Department property records are updated for the inventory results.

**Finding 4:** Department controls over the recording of property acquisitions to Department property records need enhancement.

**Recommendation:** Department Management enhance property management policies and procedures to include guidance on determining the cost of property acquisitions and a time frame for recording property acquisitions to Department property records and ensure that Department records are timely updated for property acquisitions.

**E-2223DEA-031F** 6-Month Follow-up to DFS’ Report from an Evaluation of the Department of Elder Affairs’ Risk Management Program, Report No. SFLPP-24-22/23-DOEA (Report Date: May 21, 2024)

Ten recommendations remain open.

As of June 30, 2024, a total of 12 recommendations remained open for external engagements.

## Investigations

Two investigations were conducted:

**I-2324DEA-017:** On February 14, 2024, the OIG received an email from a former Director of Nursing at a Jacksonville nursing home alleging that a DOEA employee acted in an unprofessional manner during a phone call. The complainant stated that before contacting the OIG he/she had filed an online complaint and was contacted by the DOEA employee’s supervisor who took no action regarding the complaint. The complainant also alleged that the DOEA employee used his/her position to influence the complainant’s employer to terminate him/her.

The investigation included interviews with all pertinent parties, along with a review of supporting materials, which determined the following:

- The allegation that a DOEA employee acted in an unprofessional manner was NOT SUSTAINED.
- The allegation that the DOEA employee orchestrated the complainant's termination was NOT SUSTAINED.
- The allegation that the DOEA supervisor failed to respond to the complainant after he/she filed a complaint was SUSTAINED.

During the investigation, it was also determined that the DOEA supervisor was told by the Program Director (PD) that he/she would handle the complaint. Despite this, the PD did not address the complaint, leading to a separate violation by the PD about his/her failure to follow-up with the complainant being SUSTAINED.

**I-2324DEA-021:** On May 8, 2024, the OIG was contacted by a DOEA employee who expressed concerns about a lack of responsiveness from his/her direct supervisor regarding issues he/she had been experiencing with a coworker that made him/her feel as if the workplace as being a hostile environment.

- The investigation included interviews with all individuals involved, along with a review of supporting materials, that determined the allegation that the complainant's supervisor did not respond to his/her concerns was SUSTAINED.

## Preliminary Inquiries

Like investigations, inquiries may be initiated as a result of information received from state employees, private citizens, federal agencies, legislators, the Department Secretary, the Chief Inspector General, or any other person with concerns about the integrity of the Department's operations, contractors, or employees. Of the 152 complaint intakes, Investigations staff assigned 5 umbrella preliminary inquiry (PI) numbers <sup>1</sup>.

**P-2324DEA-004:** Umbrella number created to document incoming complaints related to public



and professional guardians. Eight complaints were received by the OIG and referred to the DOEA OPPG for legal sufficiency reviews and/or followup.

**P-2324DEA-005:** Umbrella number created to document incoming complaints about nursing homes or adult living facilities' treatment of residents, etc. Seven such complaints were received. The complaints were referred to the LTCOP for follow up and review. In some instances, the complaints were also referred to the Agency for Health Care Administration and the Department of Children and Families Adult Protective Services, as appropriate.

**P-2324DEA-006:** Umbrella number created to document suspicious incidents and theft. One incident was reported.

**P-2324DEA-007:** Umbrella number created to document requests for OIG assistance or for informational purposes as provided by DOEA Management. Sixteen requests were documented.

**P-2324DEA-008:** Umbrella number created to document incidents of Health Insurance Portability and Accountability Act and Protected Health Information violations, including Information Technology-related incidents. There were 3 incidents reported.

1 PI umbrella numbers are assigned to capture information on ongoing matters related to specific Department programs or similar issues brought to the OIG's attention during the fiscal year.

**P-2324DEA-015:** On October 10, 2023, the DOEA General Counsel met with the Inspector General to seek an opinion on a matter related to another program area within the Department. After reviewing the report produced by a contractor of the program area, the Inspector General found that the facts presented suggested possible criminal violations, such as identity theft, grand theft, and an organized scheme to defraud, on the part of an external entity,

The inquiry was launched to assess whether a full investigation was warranted. While no administrative violations of policies and procedures were identified, the OIG forwarded the case to the Florida Department of Law Enforcement for further review and identification of any potential criminal wrongdoing

## Management Reviews

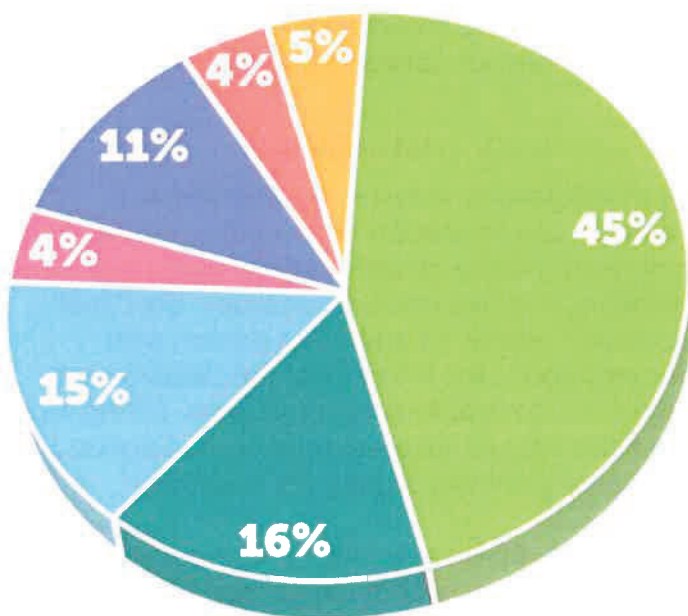
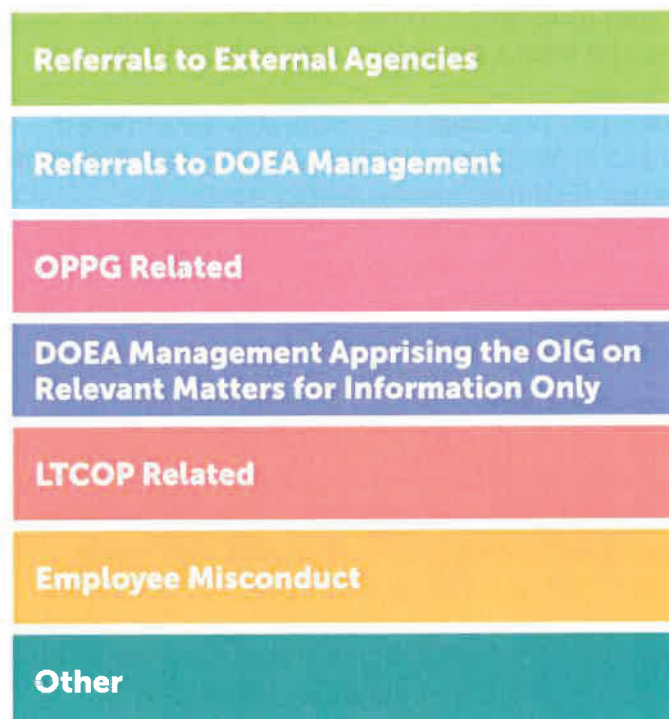
Management Reviews (MR) are typically initiated at the request of DOEA Leadership. A MR by the OIG may consist of evaluating a contractor/subcontractor, contract/subcontract, or other operations affecting the Department, either internally or externally. The goal is to determine compliance with contract/subcontract agreements and identify issues that may require attention.

**M-2324DEA-014:** This MR was initiated after being informed by Department Management about several verbal complaints received from various unidentified employees concerning leadership issues in two areas within a program. Employee and management surveys revealed critical areas needing improvement where the OIG highlighted significant opportunities to enhance leadership within these program areas. At the conclusion of the MR, the OIG presented 6 recommendations for Department Management to consider. The recommendations were aimed at empowering leaders, enhancing team effectiveness, and providing employees with the resources needed to excel in their roles.

## Complaint Intakes

The OIG received 152 complaints or requests for assistance from various sources. These types of complaints or requests included:

### TYPES OF COMPLAINTS



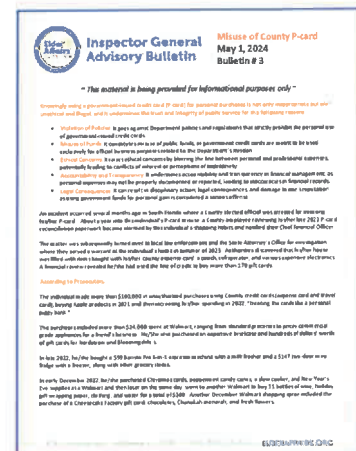
## Annual Risk Assessment

## Schedule IX: Major Audit Findings and Recommendations

## Outreach and Educational Activities

- OIG Annual Fraud Awareness and Prevention Voice Recorded Training, titled "Fraud Prevention," was distributed to employees at DOEA Headquarters and Field Offices via email. The training was also posted on DOEA's Bureau of Human Resources Training SharePoint site. In the future, the annual training will be made available to employees via the People First Learning Management System.
- OIG staff created several fraud awareness and prevention resources, including Volume 7 of its annual Fraud Newsletter in November 2023 during International Fraud Awareness Week. The newsletter was distributed to Department employees statewide and the 11 Area Agencies on Aging for distribution to their employees and providers.

- Beginning April 2024, the OIG provided the Department with two additional publications: Office of Inspector General Advisory Bulletin and Scam Alerts. The Advisory Bulletins were issued monthly and contained relevant information about matters relating to the duties and responsibilities of Department personnel. The Scam Alerts contained informational and educational material about current scam trends along with steps on how employees can better protect themselves. Both publications are maintained on the Department's SharePoint site for employee viewing.
- Between November and December 2023, the OIG produced a collection of "Frequently Asked Questions (FAQs)" about OIG investigations. The FAQs were intended to provide Department employees and managers with helpful information regarding the nature and scope of OIG investigative activities. The goal was to continue promoting transparency between the OIG and the Department, along with a greater understanding of OIG processes, especially with Department new hires. The FAQs were posted to the OIG's SharePoint site.
- The OIG continues its membership with the Big Bend Fraud Task Force, which is comprised of members of local law enforcement agencies, financial institutions, lawyers, and state agencies. The OIG Investigator attended monthly meetings to discuss current trends related to fraud.





## OFFICE OF INSPECTOR GENERAL

### DEPARTMENT OF ELDER AFFAIRS

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Kimberly Jones, CGAP, CIGA, CIGI, CIG  
*Director of Internal Audits*

Mark Meadows, CIGI, CIGE  
*Investigator*

Isabella Hefren  
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Allison Greene  
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